Patient Participation Group

Drs Hamilton-Smith, Oladimeji & Imran

Date: 29th March 2012

12:30 – 13:40

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| Present: | Ronald Curtis (Chairman) | Michael Inns |
|  | Ian Bristow (Vice-Chairman) | Maire Justice (Treasurer) |
|  | John Mear | Farhana Imran (Secretary) |
|  | Peter Clark (Speaker ONEL) | Diane Maskell |
|  | Val Mattock | Janet Henney |
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| Apologies: | J Romain | K Bonny |
|  | Dr Imran | Terry Justice |
|  | Nancy Mear | Elaine Matthews |

**Minutes**

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| 1 | Peter Clark (Relationship Manager)Peter talked about A&E attendance from this practice.On average, each month 140 patients visit A&E, this costs the practice £14,500. From April 2011 to Feb 2012, the cost to the practice has been £152,227Each time a patient goes to A&E, the cost can be anywhere from £52 to £183Peter talked about the importance of educating our patients and encouraging alternatives whenever possible. He suggested make patients aware, show the costs, ‘what you are preventing other people from getting?’ | PC |
| 2 | Ron Curtis (Chairman of PPG)Ron talked about running a Health DayWe need to organise a health day run by the PPGWe need a venue – shopping centre, school, church, garden, park, Age Concern, Practice Car ParkWe could have stalls on:DiabetesSmokingBP testingOpticiansWeight watchersDoctors giving adviceAll suggestions to be emailed to: farhana.imran@nhs.net | RC |
| 3 | Ian Bristow (Vice-Chairman of PPG)Ian spoke about how a neighbour contacted him to sign a form regarding gun licence. He told him to look on the practice website on cost associated with filling in forms.He noted there is nothing on the site.Ian proposed the website should have a section on forms with costs.EgPassport Forms etcFarhana to set up a list with price to go on website. | IB |
| 4 | The new telephone number is causing a problem for patients.There are two problems which need to be investigated by the practice:Cost of a call from the patients to the practiceWaiting times, complaints are coming in that patients have had to wait more than 10 minutes. | Practice to respond |
| 5 | Ian received a letter form ONEL enquiring if he is still registered at the Practice. He duly filled in the form and sent it back. This was in Feb 2012.He received another letter in March 2012 indicating that if he does not respond he will be taken off this practices register. This seems to be an admin mistake.He has asked the practice to conduct an audit on how many patients have been taken off the GP’s list due to ONELs error.A letter will go out to ONEL highlighting their weakness in sending letters to patients who are frequent attenders at the practice. | IBPractice to respond |
| 6 | Farhana spoke about using NHS Choice.She highlighted that patients use this website to post comments about their practice experience. | FI |
| 7 | Ronald Curtis (Chairman) closed the meeting at 13:40.No April Meeting as many PPG members on holiday. | RC |
| 8 | Next meeting 31st May 2012 at 12:30 in the reception area |  |